

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 OCTOBER 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

70 IDHS CHD New Tickets Logged

27 AFDI Tickets Logged
 14 Broadsword Tickets Logged
 2 CSE-SS Tickets Logged
 27 ISSE Tickets Logged

26 IDHS CHD Tickets Brought Forward

12 AFDI Tickets Brought Forward
 1 Broadsword Tickets Brought Forward
 2 CSE-SS Tickets Brought Forward
 11 ISSE Tickets Brought Forward

96 IDHS CHD Tickets In The System

39 AFDI Tickets In The System
 15 Broadsword Tickets In The System
 4 CSE-SS Tickets In The System
 38 ISSE Tickets In The System

69 IDHS CHD Tickets Completed

33 AFDI Tickets Completed
 9 Broadsword Tickets Completed
 3 CSE-SS Tickets Completed
 24 ISSE Tickets Completed

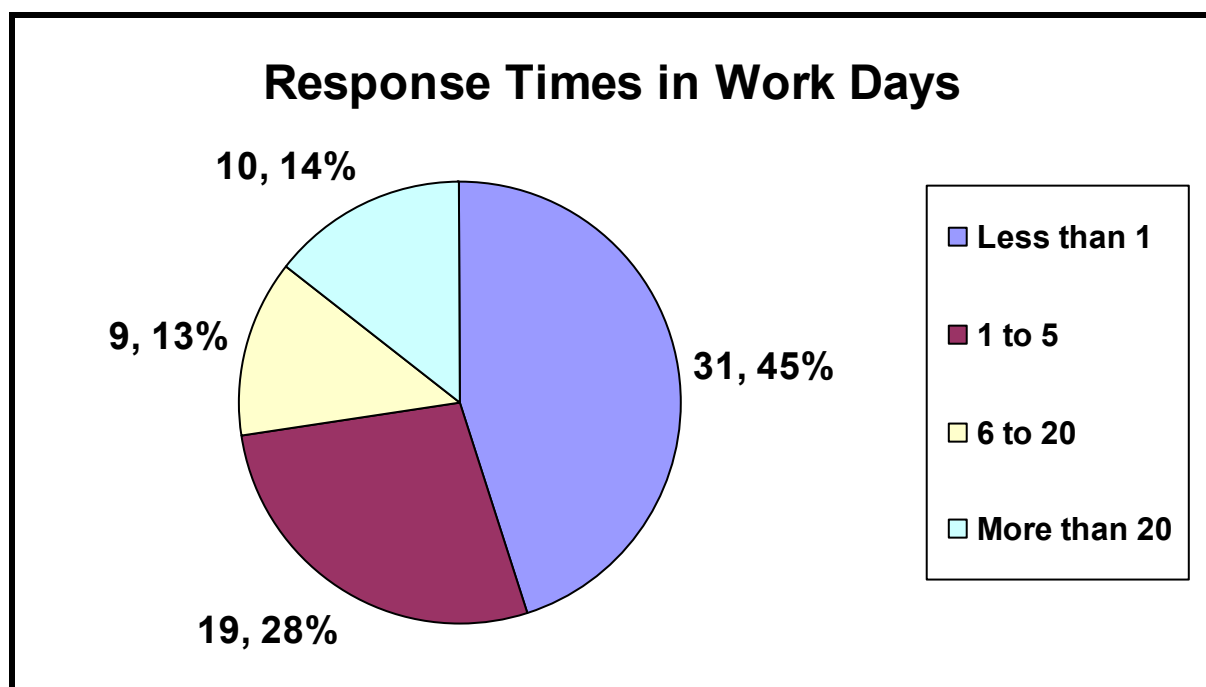
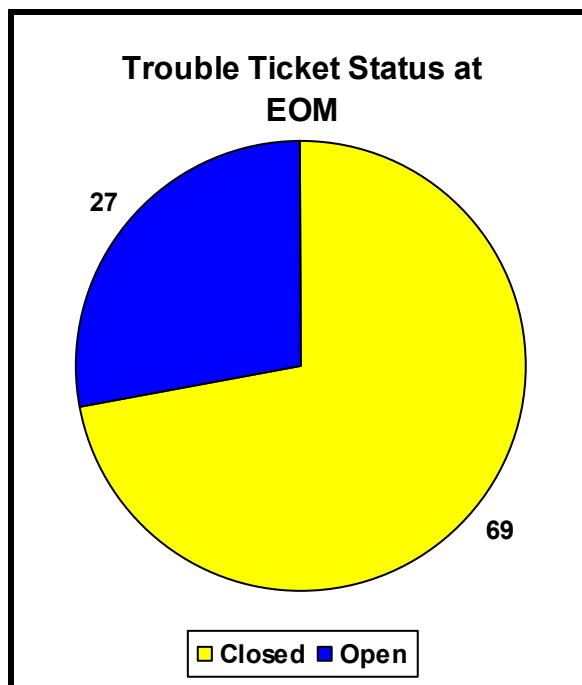
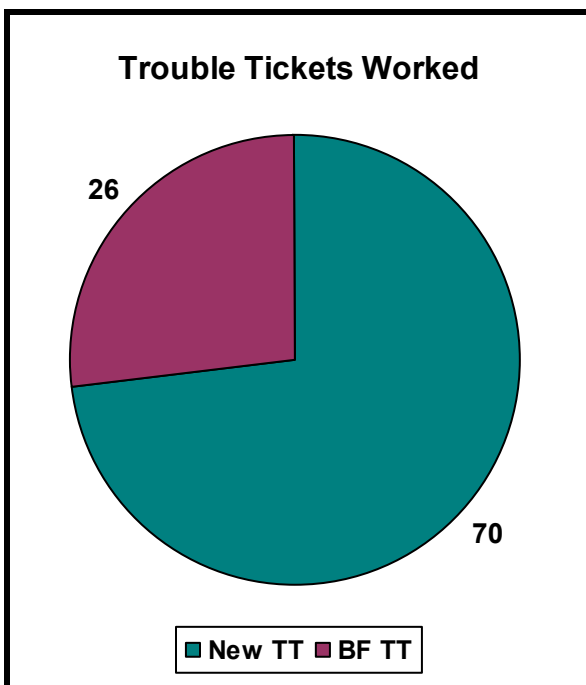
27 IDHS CHD Open / Brought Forward To Next Period

6 AFDI Tickets Open / Brought Forward To Next Period
 6 Broadsword Tickets Open / Brought Forward To Next Period
 1 CSE-SS Tickets Open / Brought Forward To Next Period
 14 ISSE Tickets Open / Brought Forward To Next Period

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>Overall (Total)</i>	31	19	9	10
<i>AFDI</i>	9	14	6	4
<i>BSWD</i>	5	1	2	1
<i>CSE</i>	2	0	0	1
<i>ISSE</i>	15	4	1	4

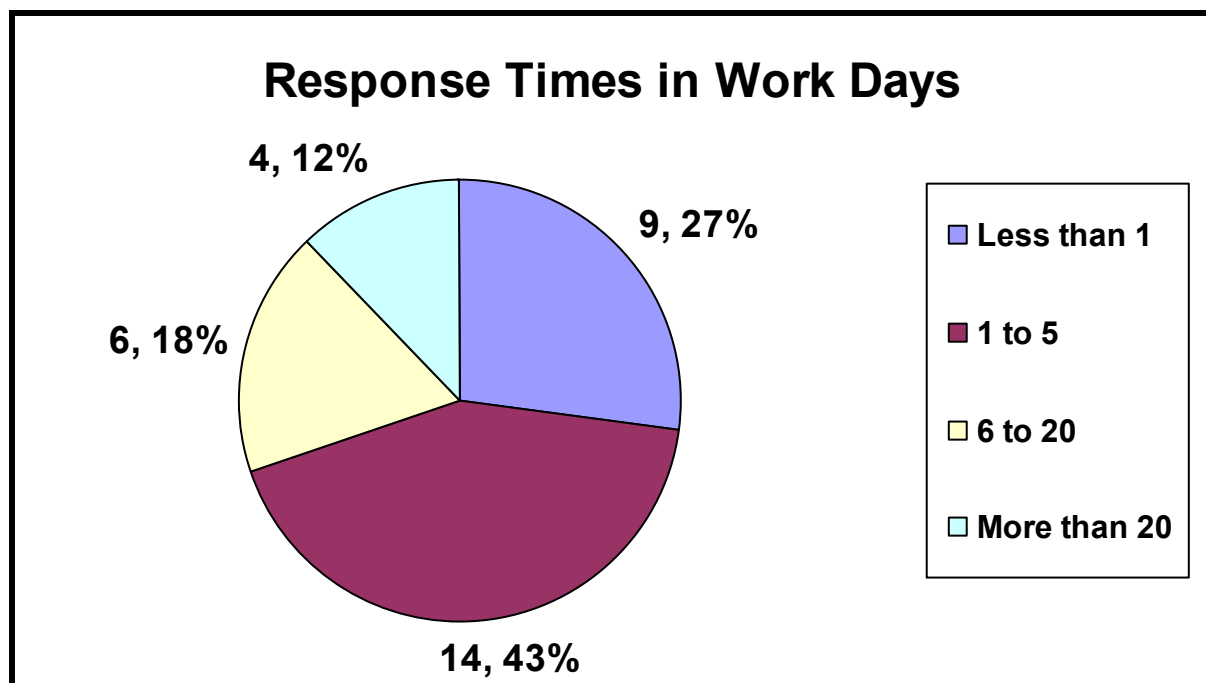
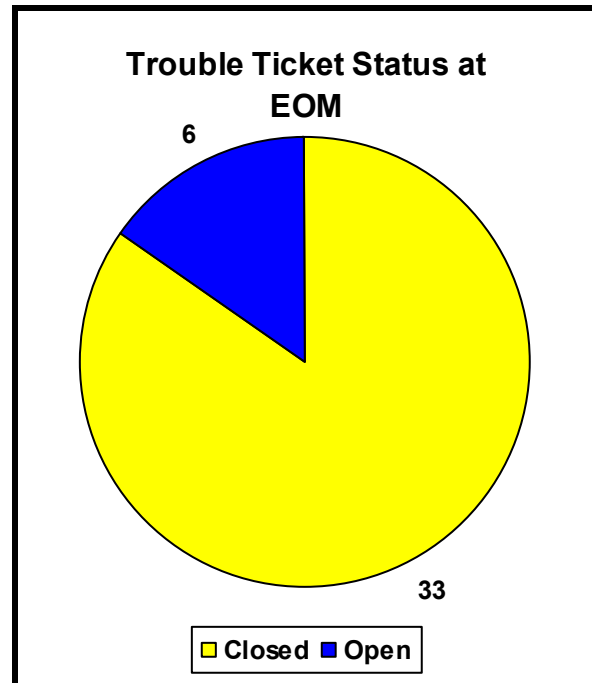
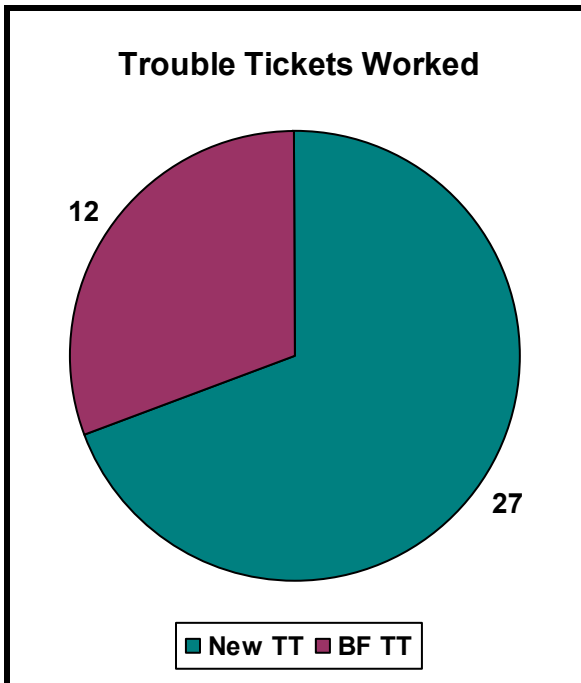
IDHS CHD OVERALL

70 New Tickets Logged
26 Tickets Brought Forward
96 Tickets In The System
69 Tickets Completed
27 Tickets Open / Brought Forward To Next Period



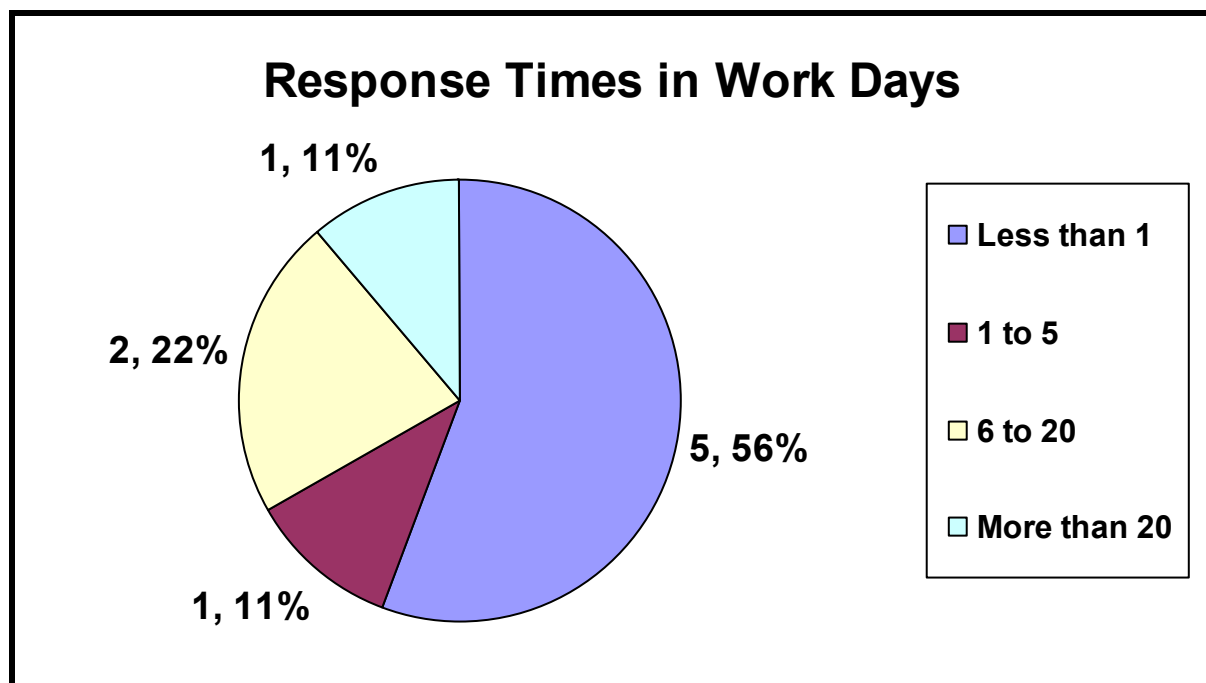
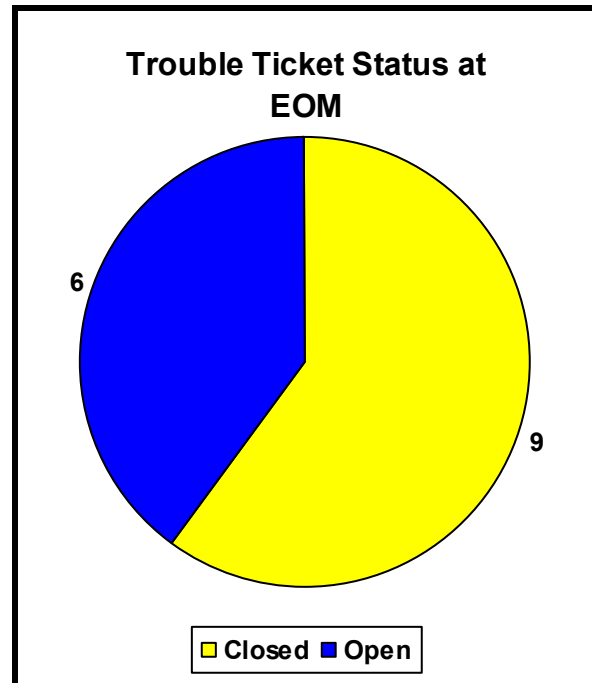
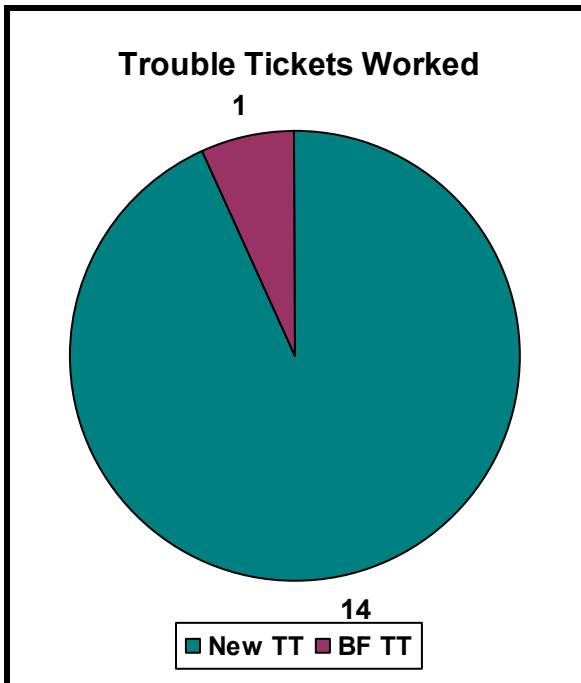
AFDI

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6 Tickets Open / Brought Forward To Next Period



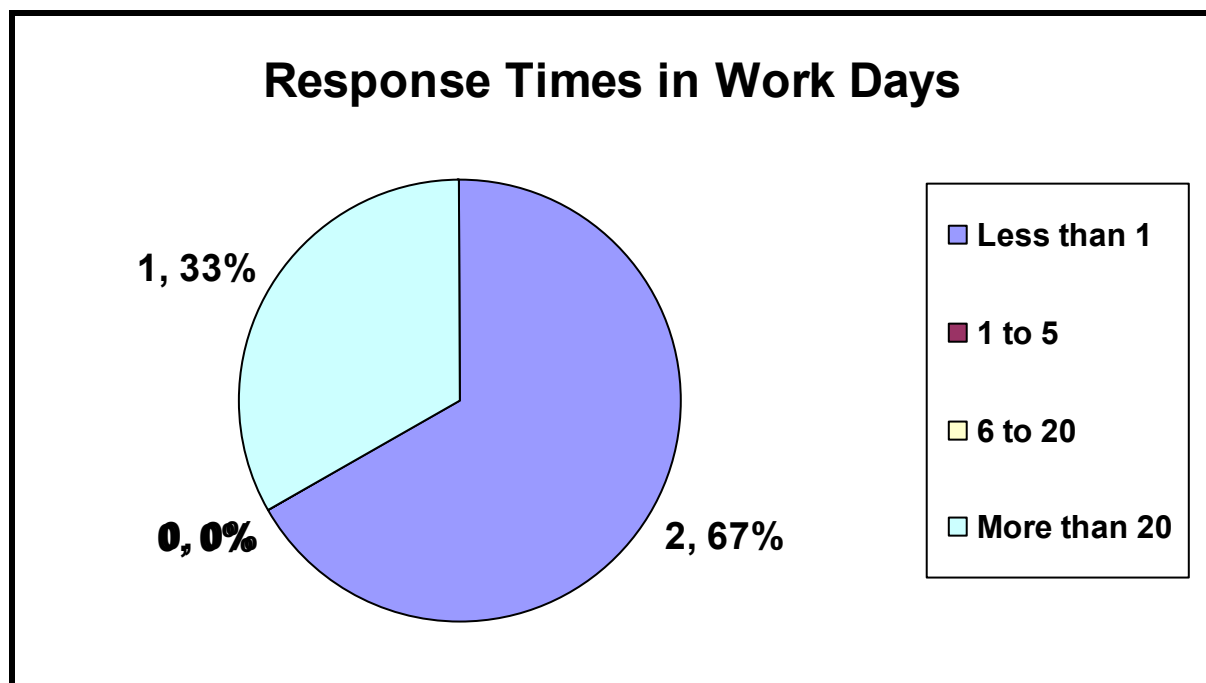
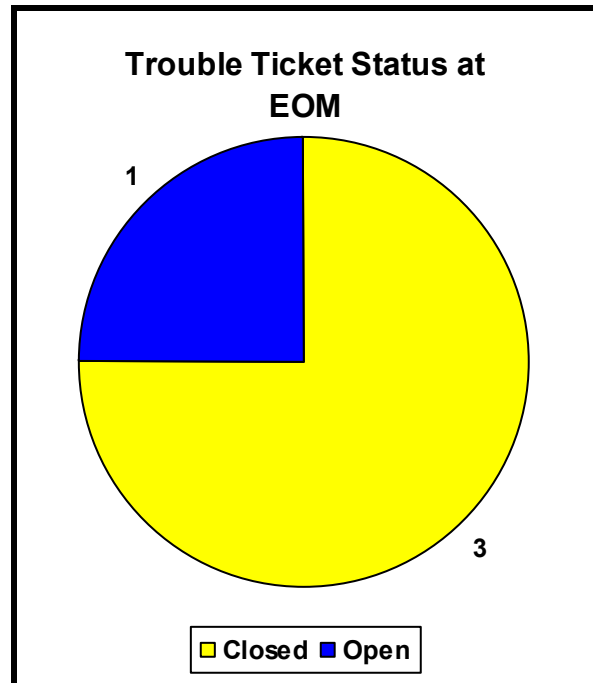
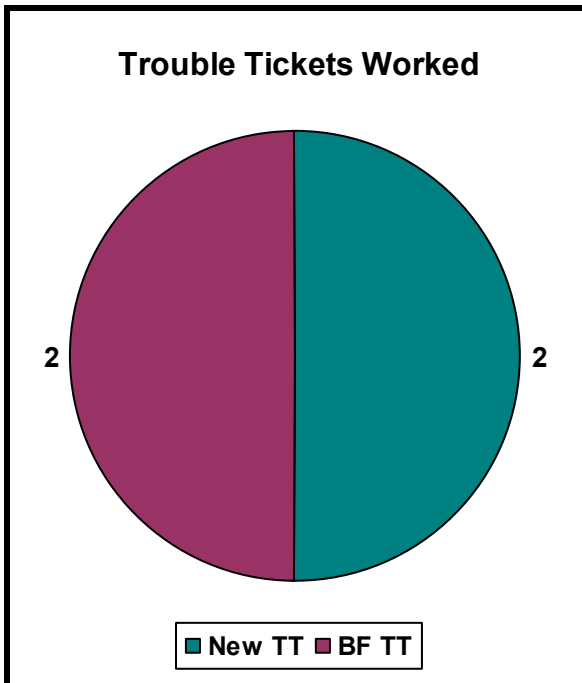
BROADSWORD

14 New Tickets Logged
1 Tickets Brought Forward
15 Tickets In The System
9 Tickets Completed
6 Tickets Open / Brought Forward To Next Period



CSE-SS

- 2 New Tickets Logged
- 2 Tickets Brought Forward
- 4 Tickets In The System
- 3 Tickets Completed
- 1 Tickets Open / Brought Forward To Next Period



ISSE

27	New Tickets Logged
11	Tickets Brought Forward
38	Tickets In The System
24	Tickets Completed
14	Tickets Open / Brought Forward To Next Period

